



Virtual Private Network (VPN)

Macintosh OS X

March 2014

VPN provides users with access to the HQ private network, and the Internet using TCP/IP. Additionally, users will have access to:

- File servers
- Internal Web sites
- NASA search pages
- Employee directories
- Applications available through Internet Explorer

It is not necessary to use VPN to connect to NASA HQ publicly available services. Connecting to the NASA HQ Virtual Private Network (VPN) requires a NASA-issued laptop and access to the public Internet. It cannot be used from a personal or public-access computer.

- AppleTalk is not supported on VPN; network servers and printers that use AppleTalk will be inaccessible. Refer to [Accessing Your Network Files](#) for instructions.
- Newer Macintosh computers do not have this VPN option; they connect using Cisco AnyConnect. If you have an older Macintosh computer and you would like to connect using AnyConnect, you can download it from the [Software Refresh Portal \(SRP\)](#).
- The VPN Client automatically disconnects after nine hours, so be sure to save your work within the nine hours of connecting.
- Refer to [Known Issues with Accessing HQ Using VPN](#) for details regarding known issues with the VPN method of accessing HQ.

Prior to Working Remotely

Prior to using VPN to work remotely from home or on travel, you must first do the following:

- Log into your computer while connected to a NASA network, using your username/password.
- Open your VPN Client (See sections below for steps.) and verify that **Nasahq** is listed under **Connection Entry**.

You will not be able to use VPN until it is installed. If you do not see it listed there, contact Enterprise Service Desk (ESD) to request that it be installed. Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

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Connecting to the Cisco VPN Client – Macintosh OS X

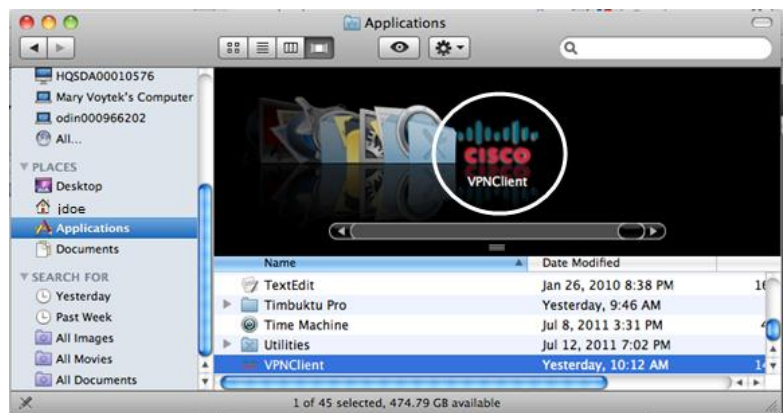
1. To launch the Cisco VPN Client :

If:	Then:
The Cisco VPN Client icon is located on the Dock	Click the VPN Client icon located on the Dock Continue with step number 7
The Cisco VPN Client icon does not appear on the Dock	Continue with step number two.

2. From your desktop, double-click the

Macintosh HD icon .

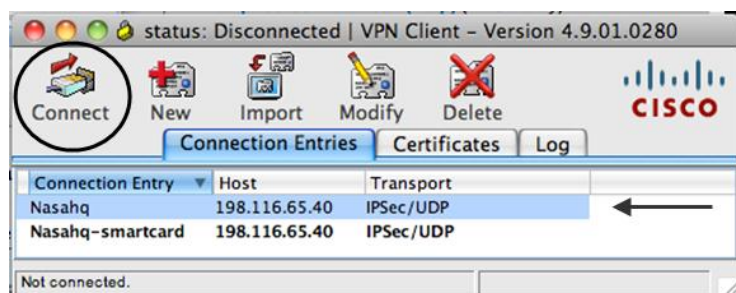
3. Click Applications and select VPN Client.
4. Drag the **VPN Client** icon to the Dock.
5. **Ctrl+click** on the **VPN Client** icon in the dock, and select **Keep in Dock** so the application can be launched from there.



6. Click the **VPN Client** icon now located on the Dock to launch the VPN Client.
7. When the **VPN Client** window opens, under **Connection Entry** select **Nasahq**.

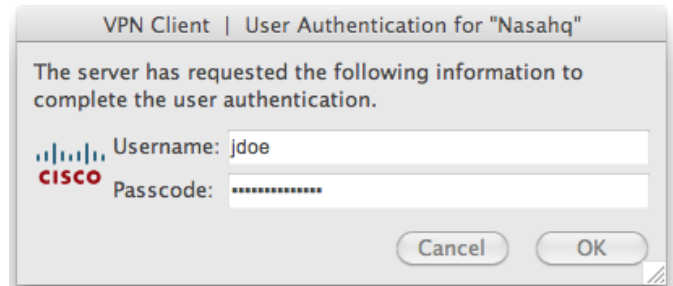
If you do not see Nasahq listed under Connection Entry, you must contact Enterprise Service Desk (ESD) to have it installed. You will not be able to use VPN until it is installed. Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

8. Click **Connect**.



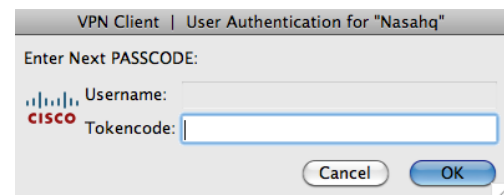
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9. When the **VPN Client | User Authentication** for “Nasahq” window displays, if it is not automatically filled in for you, in the **Username** field, enter your username.
10. In the **Passcode:** field, enter the eight-digit alpha-numeric SecurID PIN+the 6-digit number on the token with no spaces | Click **OK**.

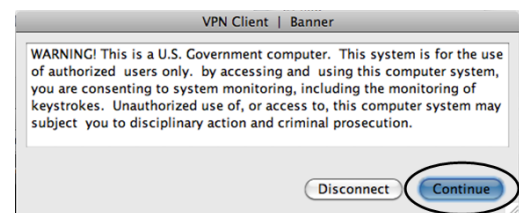


If you exceed the one minute time limit to enter your login credentials, the VPN Client | User Authentication for “Nasahq” window disappears. You must return to step 7.

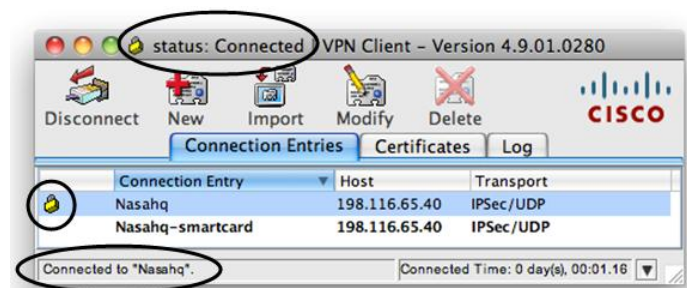
11. Additional authentication may be required. If so, enter the next six-digit number to appear on your token, and then click **OK**.



12. If successful, the **VPN Client | Banner** displays | Click **Continue**.



13. Check the VPN client to ensure that you are connected. You should see a yellow padlock and the status should say, **Connected**.



The VPN Client automatically disconnects after nine hours, so be sure to save your work within the nine hours of connecting.

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Accessing Network Files – Macintosh OS X

You will have access to the HQ private network and the Internet using TCP/IP. You can immediately begin to use internal Web sites such as NASA search pages, employee directories, and other applications.

AppleTalk is not supported on VPN; network servers and printers using AppleTalk are not accessible.

Access with Desktop Icon

The easiest method for accessing your network files is to click on one of the user share icons located on your desktop as shown to the right.

Although convenient, this method may not work if the path for the shortcut changes. If you find that the shortcut does not work, follow the steps for [Mounting a Network Drive](#).



Access by Navigating

Alternatively, you can navigate to the network files:

1. Open a Finder window using one of the following methods:
 - Click on your Macintosh HD icon on your desktop. A Macintosh HD window appears.
 - Click on the Finder icon located on your dock. A Finder window appears.

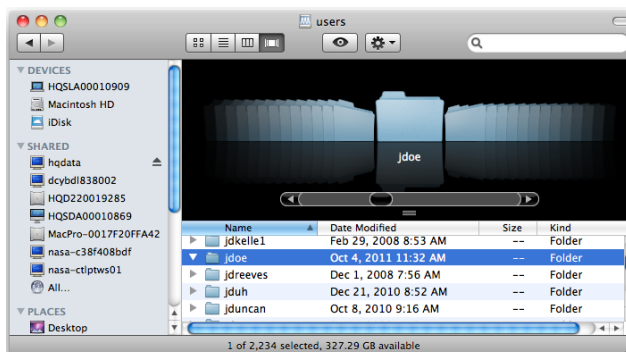


Your Finder window may look different from the one pictured below depending on how you have yours arranged.

2. Navigate to files/folders by clicking, using the scroll bar, or entering a name in the search text box at the top:



3. Click on the drive that contains the item (folder, file, etc.) that you want.

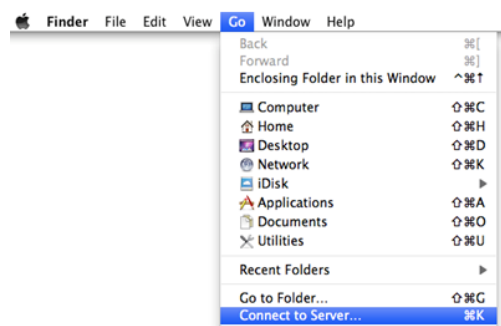


If you do not see the drive that you need, follow the instructions below in the [Mounting a Network Drive](#) section.

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Mounting a Network Drive

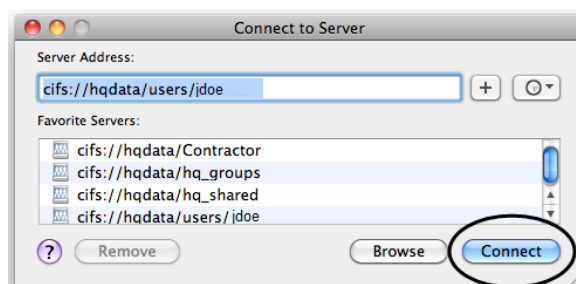
If you tried using a desktop icon or navigating (described in the sections above), and still cannot access the drive that you need, follow the instruction below to mount the drive.



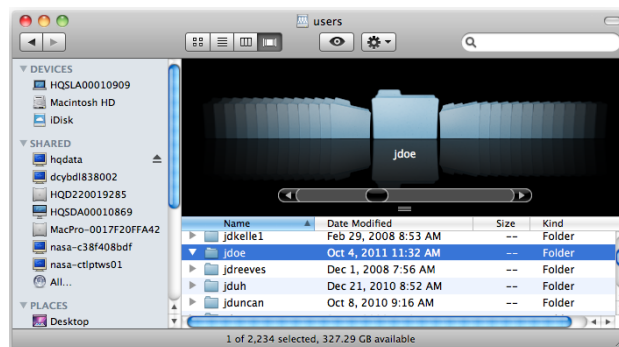
1. From the Go menu, select **Connect to Server**.

Accessing network files requires knowing the name of the HQ server where they are stored.

2. When the **Connect to Server** Address window displays, in the **Server Address:** text box, enter the address to the server using this syntax: `cifs://servername` (where the text `servername` should be replaced with the actual name of the server you are trying to access).
3. Click **Connect**.



4. If an authentication screen appears, enter your username and password to access that specific server | Click **Connect**.
5. If this is a drive that you will use frequently, drag it to the dock, and remove the shortcut on your desktop.



After successfully mounting a share volume, that network folder appears on the desktop.

Accessing this drive from the dock may cause a longer loading time when you log onto your machine. However, it eliminates the need to mount the drive in the future and ensures your connection if the path to the desktop shortcut changes.

6. Browse the drive as you normally would to access shared files and folders.

The VPN Client automatically disconnects after nine hours, so be sure to save your work within the nine hours of connecting.

Identity Authentication Requirement

In some instances, users must authenticate their identity:

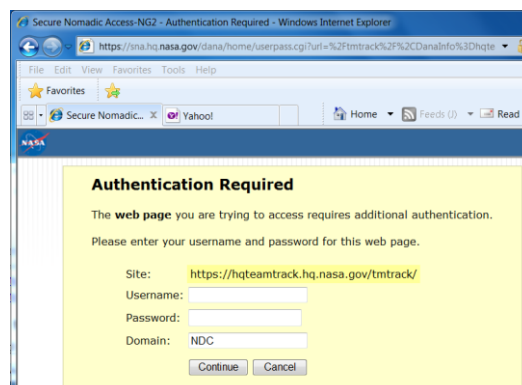
- [When attempting to log in to a NASA HQ application](#)
- [When attempting to log in to an RSA SecurID Web site](#)

When Attempting to Log in to a NASA HQ Application

When connecting to the NASA HQ network, and attempting to log in to certain NASA HQ applications, users are automatically redirected to the **SNA Authentication Required** window to authenticate their identity.

1. In the **Username:** text box, enter your username.
2. In the **Password:** text box, enter your password (your token is not required).

Once you are successfully logged in, you are again redirected back to the desired application.

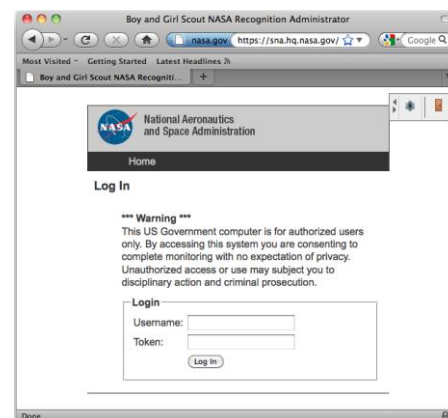


When Attempting to Log in to an RSA SecurID Web Site

Other applications require you to authenticate your identity using your RSA token.

1. In the **Username:** text box, enter your username.
2. In the **Token:** text box, enter your eight-digit alpha-numeric SecurID PIN plus the six digits that appear on your token (with no spaces).

Once you are successfully logged in, you are again redirected back to the desired application.



Although a user logs into the RSA SecurID Web site (<https://agencytokens.nasa.gov/>) directly to perform a function related only to RSA (i.e., to reset his or her PIN), the user will also be required to provide their RSA credentials to any NASA HQ applications utilizing RSA authentication. Authenticating to <https://agencytokens.nasa.gov/> does not permit access to other NASA HQ applications. Users must log in to the NASA HQ application directly.

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Disconnecting from the VPN Client – Macintosh OS X


The VPN Client automatically disconnects:

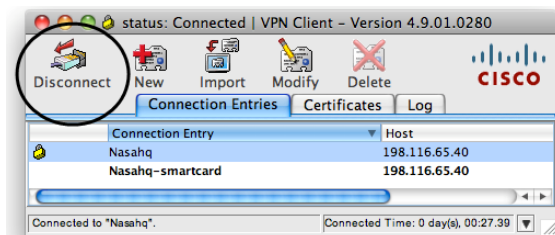
- After 9 hours
- When you log off
- When you shut down your computer.

Make sure to save your work within 9 hours of connecting, or more frequently if the VPN connection is left open.

Manual Disconnect – Macintosh OS X

To manually disconnect from the VPN:

1. Eject network shares, as described above.
2. Click the **VPN** icon  in the Dock.
3. Click **Disconnect**.



Disconnecting from the VPN should restore your previous public Internet connection. If not, Restart your computer.

Known Issues with Accessing HQ Using VPN

These comments apply to either Windows or Mac OS computers. When connecting your NASA-issued laptop to DSL modems, you may encounter problems obtaining any high-speed Internet connection and will be unable to use Outlook Web Access (OWA), Secure Nomadic Access (SNA), or Virtual Private Network (VPN).

NASA's VPN service requires Dynamic Host Configuration Protocol (DHCP) to assign IP addresses or a known static IP address. Some modems that have been issued over the past few years have varied in type and quality, and a significant proportion of them are not DHCP enabled. While workarounds are often possible, each of the different types of modems requires a different solution. To obtain the correct instructions for your modem, contact your Internet Service Provider (ISP).

If the modem is too difficult to work with, you may invest in an aircard,"available for purchase via ACES Product Catalog (APC), or ESD | Order Services. Aircards are small devices that plug into a computer. They utilize cell phone technology rather than wireless access points and provide a fast, more reliable signal in most urban areas. An aircard would make your laptop Internet-ready in any location where cell phones function.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>